



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Recertification Progress Update

May 16, 2023



Status Update



The Path to CMS Recertification

- In April 2022, the Centers for Medicare and Medicaid Services (CMS), terminated Laguna Honda's participation in the Medicare and Medicaid Provider Participation Programs.
- Laguna Honda is dedicated to successful recertification in Medicare and Medicaid to continue providing care to our residents and bring long-term stability to our community.
- We continue to work hard to meet all regulatory requirements and make rapid improvements to prepare for recertification.
- This includes long-term operational, institutional, and cultural changes needed to achieve recertification and to ensure the long-term success of the hospital.
- Between the Laguna Honda staff and our expert consultants, we are confident we have the team in place for a successful recertification.



Status Update



Settlement Agreement with CDPH and CMS

- On November 10, 2022, the City and County of San Francisco signed the Settlement and Systems Improvement Agreement with CMS and the California Department of Public Health.
- Under the agreement, CMS will continue paying for care at Laguna Honda until November 13, 2023 and agreed to pause involuntary discharges and transfers.
- **On February 1, 2023, CMS agreed to the City's request to continue the pause until at least May 19, 2023.**



Closure Plan Update



Revised Closure Plan

- **On February 1, 2023, CMS agreed to the City's request to continue the pause of involuntary discharges and transfers of residents until at least May 19, 2023.**
- Even though CMS has continued the pause of involuntary discharges and transfers, CMS still requires an approved revised closure plan.
- **We are hopeful that we will never have to put this plan into action because of our continued improvements and future recertification with CMS.**
- Based on our progress, and the negative impact to residents if transfers resume, we requested that CMS continue the pause on involuntarily resident transfers. This will allow us the time we need to recertify without having to transfer anyone.
- All Laguna Honda residents have been updated on the status of the closure plan.



Path to Recertification



90-Day CMS Monitoring Surveys

- As part of the settlement agreement, CMS will conduct monitoring surveys every 90 days.
- Laguna Honda has now hosted two CMS 90-Day Monitoring Surveys and the second survey showed much progress.
- Laguna Honda staff work collaboratively with the survey teams and items noted during the survey process are addressed in real time.
- **We anticipate another Monitoring Survey in May/June after the Action Plan is complete.**



Path to Recertification



Action Plan and Updated Path to Recertification

- The Action Plan is the blueprint for how we will accomplish CMS recertification and remain compliant and successful for the long term.
- Every month the Quality Improvement Expert reports our progress to CMS.
- **We have now submitted all 500 current Action Plan milestones.**
- **With a strong performance in our third Monitoring Survey, we will be in a position to apply for recertification.**





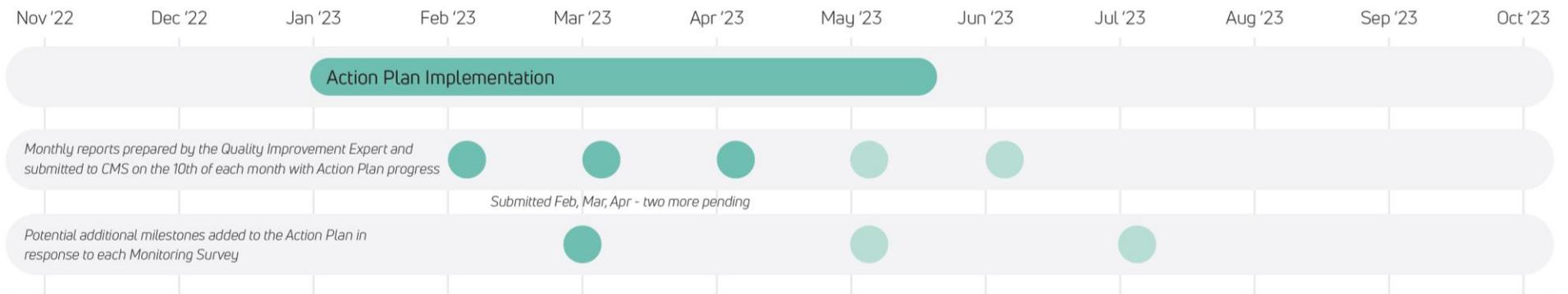
Survey Readiness

During 2023, we will host more extensive surveys and we will host surveys more frequently. We will take on new projects to better align our facility with CMS regulations and skilled nursing facility best practices. These projects, which include ongoing Facilities and Capital Projects, will contribute to more successful surveys. Survey readiness includes daily clinical observation rounds and weekly executive staff leadership rounds.



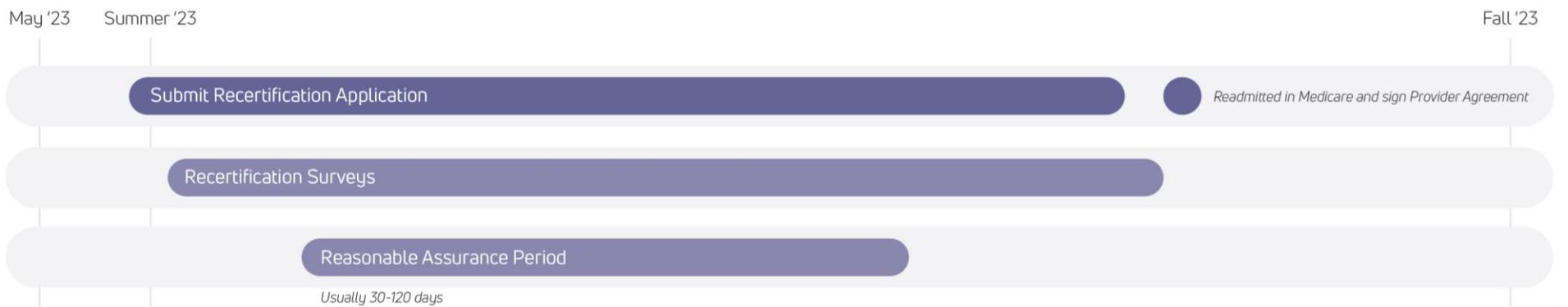
Action Plan

The Action Plan is our blueprint for how we will accomplish recertification and remain successful over the long term. The Action Plan was developed in response to the Root Cause Analysis, prepared by the Quality Improvement Expert. This was required as part of the settlement agreement.



Recertification Process

Once we are successful in completing our Action Plan, and have a strong performance in our third Monitoring Survey, we will be in a position to apply for recertification.



Hiring Update



Active Recruitment for Key Leadership Positions

- These leadership positions will align Laguna Honda with top performing skilled nursing facilities. These include:
 - Nursing Home Administrator (most senior position)
 - Director of Nursing Services
 - Medical Director
 - Two Assistant Nursing Home Administrator
 - Administrator, Facilities and Capital Projects
 - Director of Emergency Management and Disaster Preparedness
- For the role of Nursing Home Administrator, we have extended a conditional offer of employment to a candidate.
- For the role of the Director of Nursing Services, we are in the second round of interviews.





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